Global Diversity, Equity and Inclusion Benchmarks*
Coquitlam's 2022–23 Activities and Achievements

Foundational—*Drive the Strategy*

Vision:
align with organizational goals; make EDI central to day-to-day work

Leadership:
implement and model EDI goals

Structure:
ensure meaningful engagement of community, employees and stakeholders

- EDI identified as 'A' Business Plan Priority and overarching theme in Business Plan, informing City's decision-making across all business areas
- Hired Manager EDI to support work across the City
- Supported organizational knowledge building and awareness to strengthen EDI lens in public service delivery
- Incorporated multicultural and accessibility perspective in City decisions through continuation of dedicated Council Advisory Committees
- Ongoing review of City policies and processes from an EDI perspective to ensure inclusivity and accessibility
- Partnered with the Canadian Centre for Diversity and Inclusion, which provides access to resources and tools to foster EDI best practices

Internal—*Attract and Retain People*

Recruitment and Advancement:
apply EDI lens to recruitment, retention and performance management; remove systemic barriers to employment and advancement opportunities

Benefits and Flexibility:
help achieve employee work-life integration through flexible work options and equitable benefits

- Established *Hybrid Work Policy* to support wellness, work-life balance and the diverse needs of employees across the organization
- Developed *Recruitment and Retention EDI Action Plan 2023 – 2026*
- Ongoing review of recruitment processes to ensure equitable hiring practices
- Established Council Personal Leave Procedure to extend leave coverage for elected officials to include parental, caregiver, and compassionate care leave
- Implemented accessibility updates to technology, including internal collaboration and hybrid work tools
- Developing internal Transition Policy and transinclusion guidelines
- Developing Health and Safety Engagement Principles to ensure a trauma-informed approach

Bridging—*Align and Connect*

Assessment, Measurement, and Research:
develop evidence-based approach using surveys and other data to intentionally guide EDI work

Communications:
ensure communication is clear, simple to understand and supports EDI goals

Learning and Development:
provide education to create diverse, equitable, and inclusive organization

- Proactively recognized and highlighted issues and events, to strengthen internal and external EDI awareness
- Established standard signage for universal, gender-neutral, and accessible washrooms
- Provided support and guidance on gender diversity inclusion
- Integrated translation tool into the City's website allowing making content accessible in over 60 languages
- Created EDI Library to support staff understanding of complex themes such unconscious bias, anti-racism and allyship
- Updated City Writing Style Guide and developed an Inclusive Language Guide to ensure writing is inclusive and accessible to all audiences, including those with visual, cognitive and physical disabilities
- Launched EDI-themed Street Banner program featuring designs and messaging that support inclusivity and belonging
- Promoted diversity and inclusivity through signs, posters, screens in public spaces and decals at all entrances
- Ongoing review of City website content for improved image and graphic accessibility by adding alt text and captions
- Exploring alternative methods to gather data and engage the community, such as an expanded Community Satisfaction survey to gauge EDI issues and priorities, and incorporate those into City policies, work plans and future engagement
- Incorporating accessibility best practices in City's graphic design standards
- Recognizing National Accessibility Week (May 28 – June 3) at all recreation facilities and hosting accessibility educational event to inform the community of City and community-led accessibility initiatives and resources.

External—*Listen to and Serve Society*

Partnerships, Grants and Government Relations:
work proactively with community groups, non-profit organizations, First Nations, other levels of government and agencies towards common EDI goals

Planning and Services:
identify systemic discrimination and barriers to meaningful inclusion; rethink and rebuild policies, procedures and practices with EDI lens

Engagement and Customer Service:
integrate EDI considerations into community engagement and customer service

- Adopted Community Engagement Framework with accessibility as a guiding principle to ensure inclusion of all voices in engagement processes
- Hosted 2022 Cultural Summit focused on embracing inclusivity and resilience
- Received Rick Hansen Foundation grant to support ongoing work to remove barriers and improve access to City facilities and services, as well as provide accessibility training for staff
- Earned grant from Canadian Parks and Recreation Association in support of accessible programming through Reaching Each and Every One program
- Supported the Crohn's and Colitis Canada's GoHere Washroom Access Program, adding 36 washroom locations to the GoHere app
- Collaborated with Asian Impact Society to support the distribution of inclusivity-themed children's book entitled 'Mina's Lunch' at Civic facilities
- Facilitated 'Walk in My Shoes' cultural display at City Hall
- Continued recreation accessibility initiatives, including Financial Assistance for Recreation, Women-only Swims, and sensory swim and gym times
- Established Coquitlam-led 'EDI Learning Group' for Lower Mainland municipalities
- Initiated relationship-building with community partners and Council Advisory Committees through EDI presentations and learning sessions
- Ongoing celebration of multiculturalism and diversity through support of events such as Tirgan Summer Festival, Colour Fest, Canada Day, Summers Concerts, ScotFestBC, Caribbean Days, BC Dumpling Festival and Kaleidoscope Arts Festival

* Standards for Organizations Around the World (*Adapted for the City of Coquitlam context from materials developed by the* Centre for Global Inclusion)

Coquitlam